



**Department of Justice**

**Agency Information Technology Performance Report  
2017 Biennial Report**

**Please complete this report by close of business October 25, 2016.**

**Please upload your final Performance Report and all applicable spreadsheets to your individual Agency folder in the Biennial Reporting SharePoint Site found at:**

<https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.

MCA [2-17-521\(4\)](#) requires the Department of Administration to prepare a biennial report on Information Technology (IT) based on the Agency IT Plans and Performance Reports required under MCA [2-17-524](#).

This performance report evaluates progress made towards the objectives articulated in your 2014 Agency IT Plan, which can be found at:

<https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.

Please answer each section below based on your 2014 Agency IT Plan (*add lines to the tables as needed*).

**Section 1:** An evaluation of the Agency's performance relating to IT (MCA [2-17-524\(3\)\(a\)](#)).

- Referencing the goals and objectives noted in Section 10 of your 2014 Agency IT plan, please fill in the table below with the information for each goal and objective.
  - 2014 Agency IT plans can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.
- Please provide an update on the efforts to implement your Agency 2014 IT goals and objectives. Your update may include how a goal/objective has advanced the Agency mission.

GOAL	OBJECTIVES	UPDATE
<b>1. Deliver value added IT solutions</b>	1.1. Align IT governance to meet business needs	In the last two years DOJ has continued to implemented biennial planning with eight DOJ divisions and groups to plan four years of IT projects and systems. Monthly meetings occur to report and adjust projects and support as needed. In the past two years overall customer satisfaction with IT in DOJ has increased 13% and the satisfaction with IT systems has increased 10%.
	1.2. Map Justice processes	This is being done as part of individual projects where business processes are documented in order to support system development, implementation and optimization.
	1.3. Implement electronic content management and electronic records management at the enterprise level	DOJ has implemented numerous imaging solutions that include accounts payable throughout DOJ, HR files repository, criminal records, Highway Patrol field training approval, Montana Law Enforcement Academy records, confidential invoices, driver license registration and renewal history files, and vehicle title and registration documents. These solutions save staff time by allowing them to electronically search and retrieve files without having to physically go to a location and search paper files.
	1.4. Design department systems to allow for Geospatial Information Systems (GIS) functionality	DOJ continues to ensure GIS functionality is incorporated into IT system requirements, design, and implementation through online methods and version upgrades. A recent change in Montana statute restricted high-risk Tier 3 Sex Offenders from establishing a residence within 300 feet of a school, day-care centers (over 1,000 statewide), playgrounds, and a number of other areas frequented by minors. DOJ generated mapping of these locations and facilities as they did not exist in a database nor did they have the exact dimensions of the locations required to enforce this law. Through ingenuity, collaboration, and hard work this project was accomplished and is in use every day keep Montana minors' safe.
	1.5. Expand eGovernment Services	DOJ has improved many eGov services such as making the DOJ web site mobile responsive so that code only needs to be written once and the site adjusts to the device (phone, tablet or

		computer) the customer is using to access the site. Sexual or Violent Offender Registry (SVOR) web site was also been greatly improved. DOJ also implemented a site to allow Veterans to request driver's licenses with a veteran's designation on it.
	1.6. Build and leverage partnerships	DOJ continues to build and leverage partnerships with agencies and vendors on various projects, grants, and contracts.
<b>2. Modernize and Optimize infrastructure</b>	2.1. Standardize, Consolidate and Integrate	DOJ has competed adding the Department of Transportation Motor Carrier Officers and the Fish, Wildlife, Parks (FWP) Game Wardens, and is in the process of adding the Montana Division of Criminal Investigation to the SmartCop system utilized by Montana Highway Patrol. Approximately 225 users will be added. Having a common system will facilitate information sharing, situational awareness, and insure consistent record keeping for state enforcement officers. Electronic citations can be transmitted, eliminating paper tickets being delivered to the courts, which saves time. This shared infrastructure will reduce system costs per agency. The DOJ server footprint was reduced 15% by consolidating into a virtualized environment.
	2.2. Implement sets (libraries) of functions (web services) that support common enterprise needs	DOJ continues to implement sets and functions.
	2.3. Develop information sharing standards, protocols, policies, and exchanges	DOJ adopted standards such as the National Information Exchange Model (NIEM), Global Reference Architecture (GRA), and Global Federated Identity and Privilege Management (GFIPM).
	2.4. Maintain current systems	In the past two years' overall customer satisfaction with IT systems has increased 10%.
<b>3. Strengthen management of IT</b>	3.1. Attract and retain a skilled IT workforce	In the past two years the DOJ IT workforce turnover rate has dropped from 8% to 4%.
	3.2. Increase collaboration (internal and external)	DOJ IT continues to use various tools such as Lync/Skype, SharePoint, and other web applications to increase collaboration in the State and nationwide.
	3.3. Improve Process Discipline	DOJ IT has documented and implemented approximately five new processes and modified others as needed.
	3.4. Optimize system and project portfolio management	DOJ has modified the project intake process in order to accomodate changing needs and requirements. Portfolio management will be reviewed in 2017 once DOJ implements a project / portfolio tool.
<b>4. Strengthen DOJ Information Security Posture</b>	4.1. Assure trusted and resilient systems and information	DOJ has taken various steps to layer isolation of critical assets from external access. DOJ has conducted risk assessments of IT systems for evaluation and remediation. Security personnel are integrated into every IT system project and acquisition to ensure security is planned from the beginning.
	4.2. Implement Access controls	DOJ has implemented procedures to restrict access to IT system and resources by using the principle of least privilege. Web application security and monitoring was also implemented. Security access control requirements were integrated into DOJ process such as new user computer access requests, change

		management, patch management and firewall access requests.
	4.3. Institutionalize Information Security	As part of the DOJ security program, training and outreach is key. Training, seminars, and meetings occurs with local law enforcement and county staff. Yearly mandatory security training continues. Over the past two years DOJ has had a rigorous education and outreach campaign. Because of education and outreach and system hardening the number of user incidents from malware and social tactics has decreased by 45% with a corresponding 65% decrease in hours spent on these incidents. This has allowed the security staff to concentrate on other security requirements.

**Section 2:** An assessment of progress made toward implementing the Agency IT Plan (MCA [2-17-524\(3\)\(b\)](#)).

- Please detail progress made toward completing IT projects identified under section 11 of your 2014 Agency IT Plan.
  - Your Agency plan can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.
- Please include project cost, schedule and completion information.

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	MVD Driver's License / Identification Card and Facial Recognition System Replacement	
Agency / Division	Department of Justice/Motor Vehicle Division	
Project / Program purpose and objectives	Motor Vehicle Division (MVD) applications/systems for: (1) Driver photos and license production, (2) Driver testing, and (3) Driver exam appointment scheduling.	
Estimated start date	May 2015	
Estimated cost	\$12,848,536 <i>Note: This projection was based on estimates of services covered under the previous contract and was separated into three separate contracts through the Request For Proposal (RFP) process.</i>	\$12,493,001
Funding source – 1	General Fund	
Funding source – 2	SSR Highways Special Revenue	
Funding source – 3		
Annual costs upon completion	\$3,145,751 <i>Same note as above.</i>	\$1,450,000
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	DL/ID Card Contract – 100% complete Appointment Scheduling – 100% complete Auto Test System – 90% complete, anticipate 100% complete by December 2016	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	MERLIN Phase 3 (Final phase)	
Agency / Division	Department of Justice/Motor Vehicle Division	
Project / Program purpose and objectives	Phase 3 is the Drivers portion of the MERLIN system and relates to driver licensing and driver information. MERLIN (Montana Enhanced Registration and Licensing Information Network) revolutionizes the way motor vehicle and driver licensing services are provided in Montana by automating various aspects of the	

	business. Montana has more than 1.75 million titled vehicles and MERLIN supports the yearly task of providing titles for 470,000 vehicles, registration of 1 million vehicles and licenses for more than 162,000 drivers. Vehicle title and registration, integrated accounting, and dealer licensing has been accomplished and has entered an operations and maintenance mode. The MERLIN system includes electronic commerce applications through the state portal using Montana Interactive.	
Estimated start date	January 2014	
Estimated cost	\$14,186,963	\$14,186,963
Funding source – 1	General Fund	General Fund
Funding source – 2	State Special Revenue 02798	State Special Revenue 02798
Funding source – 3	MERLIN Loan - 05113	MERLIN Loan - 05113
Annual costs upon completion	\$3,514,751	\$3,514,751
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Project 39% complete as of June 2016. \$6,591,491, 46% expended	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Montana Insurance Verification System (MTIVS)	
Agency / Division	Department of Justice/Motor Vehicle Division	
Project / Program purpose and objectives	MTIVS provides a capability to verify during the registration process that vehicles have proper insurance. To date the insurance verification has been integrated into the MERLIN application. The insurance check is performed at registration renewal and title and registration. An additional feature added in 2014 allows citizens of Montana to verify their vehicle's insurance.	
Estimated start date	June 2011	Project complete in 2012, and upgraded in 2014
Estimated cost	\$4,930,648	\$3,088,430
Funding source – 1	State Special Revenue	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$2,465,234	\$671,992
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Project complete and in operations & maintenance	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	SmartCop for FWP and MDT Motor Carrier Services (MCS)	
Agency / Division	Department of Justice/Montana Highway Patrol (MHP) Department of Fish, Wildlife, and Parks (FWP) Montana Department of Transportation (MDT)	
Project / Program purpose and objectives	SmartCop provides an integrated information system for the MHP dispatch and patrol and will soon provide the same in-car solution for FWP and MDT Motor Carrier Services (MCS). It includes software,	

	hardware and services to support dispatch operations and in-car mobile solutions including a laptop, printer, card reader, wireless connection and various other equipment. When SmartCop is in operations and maintenance mode, equipment refresh will be required in order to ensure high quality system operation.	
Estimated start date	January 2013	As of June 30, 2016 - Project complete in August 2015
Estimated cost	\$425,000	\$450,000
Funding source – 1	Traffic Records Coordinating Committee (TRCC) Grant	
Funding source – 2	Interagency Transfers	
Funding source – 3		
Annual costs upon completion	\$110,000	Approx. \$110,000
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Work is 100% completed. Annual costs are shared by multiple agencies, including DOJ, FWP and MDT MCS. Funds exhausted. Annual cost fluctuates with licensing numbers and annual FTE funding costs.	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	In-car video	
Agency / Division	Department of Justice/Montana Highway Patrol (MHP)	
Project / Program purpose and objectives	MHP in-car video camera system replacement. The current video system is at end of life and replacement is required. This is a true end-to-end solution for not just recording video, but storing, organizing and accessing video across the entire state. The ability to manage and transfer all video evidence digitally will replace boxes full of DVDs and offer a higher level of integrity in managing the chain of evidence. Videos can be transferred directly from patrol cars to MHP servers, using wireless hotspots.	
Estimated start date	1/7/2012	Completed January 2016
Estimated cost	\$2,450,000	\$1,735,873
Funding source – 1	Gas Tax Funds	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	\$192,250	Approx. \$175,000
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Work 100% completed; any originally-budgeted funds simply remained in Gas Tax Fund. Actual costs came in lower as numbers of cameras was reduced. Annual costs are somewhat less than projected as number of cameras implemented was lower than originally planned.	

**Section 3:** An inventory of agency information services, equipment and proprietary software (MCA [2-17-524\(3\)\(c\)](#)).

To collect data on “information services” and “proprietary software”, we are leveraging LDRPS (L10). Our goal is to utilize and maintain LDRPS as the authoritative source for this information.

- Please verify the information in the LDRPS Spreadsheet, making any necessary updates or additions.
- Please email your updated spreadsheet to Dawn Pizzini, subject matter expert, at [dpizzini@mt.gov](mailto:dpizzini@mt.gov).
  - The LDRPS spreadsheet can be found in your Agency folder located at [https://ent-sp1.mt.gov/sites/bienrpt\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).
  - We will pull a final LDRPS Spreadsheet for submission as part of the Biennial Report based on

your Agency's input.

For "equipment", we are utilizing the standard Agency Inventory Template Spreadsheet we have used for past biennial reporting and that we are currently using to gather information for the IT Convergence project. The spreadsheet can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.

- If you **have** already provided your inventory for the IT Convergence project, please fill out the last tab labeled **DEVICES**.
  - Please review the entire workbook for accuracy and make any necessary changes.
- If you **have not** provided this inventory, please fill out the entire workbook.

Questions can be directed to:

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***Please complete this report by close of business **October 25, 2016**.***

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